

# Table of Contents

Introduction .....	1
Instructions .....	2
Training Plans	
Baker .....	4
Bookkeeper .....	5
Buyer .....	6
Cashier .....	7
Caterer .....	8
Clerk .....	9
Cook .....	10
Coordinator .....	11
Custodian .....	12
Director .....	13
Dishwasher .....	14
Driver .....	15
General Cafeteria .....	16
Manager .....	17
Receptionist .....	18
Secretary .....	19
Warehouse .....	20
Blank .....	21
SUCCESS Guide	
Procedural .....	22
Human Resources .....	24
Food Production .....	26
Business .....	27
Nutrition .....	30
General .....	31
Training Resources	
Overview .....	33
National Food Service Management Institute (NFSMI) .....	34
American School Food Service Association (ASFSA) .....	36

# Introduction

The Stepping Up Careers; Creating Employee Satisfaction & Success program was developed by a Professional Development Taskforce consisting of Food Service Directors, Cafeteria Managers, and Central Kitchen Workers from all over Arizona. Participants were chosen who represent the diversity of School Food Service in Arizona. Rural, urban, small, large, private, elementary, secondary districts were all represented as well as food service management companies and the Department of Education. There were a total of 30 taskforce members.

Members attended a series of three meetings. The meetings were structured with activities designed to gain input from all of the individuals on topics such as trends in food service, current training barriers, future training needs, and how training should be provided. From the insight gained into these topics, the Taskforce came to the following conclusions:

- Yes, we do need training, but professional development also needs to include career development through a family atmosphere, encouraging participation in ASFSA, and finding ways to make the employee feel like they are a part of the team.
- Training for staff needs to be district-centered and job-skill focused. Training for management needs to be business, management, and public relations focused. Advanced training for those who seek more education is available in degree programs.
- Technology training must be a part of professional development.
- Through adequate training and advancement from entry level to mastery, food service personnel will have greater job satisfaction and incentive to remain as an employee. They will be able to multi-task and function better as a team. In the final phase of mastery of a position (mentoring) employees will create a family atmosphere and positive working environment. Training pathways will allow food service directors to define for business officials the skills and “value” of their employees.

Once these conclusions were reached, the Taskforce set to work on developing SUCCESS to help guide Food Service Administrators in developing training plans for their employees. The Pathways are designed to help you make decisions about employee training with all of the experience of the Taskforce behind you. The training tools listed for each job skill are not all inclusive; there may be other training tools that you prefer to use. That is fine, as these are meant to be suggestions. The skills training that is needed for each position are meant to be minimums. Feel free to do all the training you want to do. It is a great way to empower your employees and encourage them to stay a part of your team. It is our pleasure to bring you the Stepping Up Careers; Creating Employee Satisfaction & Success.

Good Luck!

# Using SUCCESS

The Stepping Up Careers; Creating Employee Satisfaction & Success tool is an easy to use guide that will help you to plan training for individual employees and help you to see which trainings are needed for multiple employees. The tool is separated into three (3) sections:

The Training Plans:	Provides individual lists of the skills training that is needed for each employee
The SUCCESS Guide:	Provides training resource suggestions and shows you which training is needed for multiple employees
Training Resources:	Shows you where you can find the training tools you need and trainers who can provide the training

Each of the sections will give you what you need to make a working training plan for your employees and to find the tools and people to provide the training.

## Instructions for Using the SUCCESS Plan

The training plan is meant to be a tool to help you to communicate with your employees and to guide them, and you, in their training needs, wants, and expectations. You will be most successful using this tool if you and your staff members formulate a training plan together. For each employee:

### **Step 1: Figure out what your employee needs to know**

- Identify the position that most closely fits your employee's job duties.
- Review the pre-printed SUCCESS Plan with your employee to identify those skills that you both agree are necessary for her/his current position and future goals. The skills listed are suggested minimums.
- Add any skills that are not already listed that you and your employee feel are necessary.

### **Step 2: Figure out what your employee already knows**

- Identify training that has already been completed for any of the skills. Fill in the training materials used or training session attended and the dates on the SUCCESS Plan.

### **Step 3: Figure out what training your employee still needs**

- For each skill that still requires training, identify proposed training tools using the SUCCESS Guide or other training opportunity information.
- Fill in the sections for training materials and dates of training for each remaining skill. When you are deciding on dates for training, use the SUCCESS Guide to see what other employees will need for the same training.

### **Step 4: Assess the implementation of the SUCCESS Plan**

- Update the Completed Date and Comments sections for each skill after training has been completed.
- Review the SUCCESS Plan with each employee regularly to review the training that is still needed.

### **Comments**

The Comments section can be used to help you to put into writing for your employee, the things that they will be able to do when they have mastered the skill. Write down in the comments section details on how you will know when an employee has mastered a skill. For example, in the comment line for training on Sanitation, you might indicate that an employee has demonstrated proper handwashing technique.